

2013 YourSay Workplace Survey

LHD Report



Far West Local Health District

This Report

This report provides Far West Local Health District with data from the 2013 YourSay Workplace Survey. It summarises staff views and presents comparative data to help put the results into perspective.

Response Rates

The Actual Responses gives the total number of valid surveys that were returned for this facility.

The Estimated Response Rate quoted in this report is an estimate only, based on Full Time Equivalent (FTE) staff as at 2 April 2013. This figure does not include contractors, agency staff and volunteers, nor does it account for staff on secondment or extended leave, hence the estimated response rate is not accurate.

The final estimated response rates have been weighted to account for our part-time and temporary staff.

The estimated response rates for individual facilities cannot be provided where the actual number of surveys received exceeded the nominated FTE for that facility. This error could be from an incorrect FTE value being used and/or errors in self selection when completing the survey.

Confidence Intervals

Confidence intervals have been calculated on the total facility responses (within a 5% error rating). If the CI is less than 5% these responses are a representative sample of this facility population.

If the CI is greater than 5% these responses are a snapshot of the views of staff at this facility, as opposed to being a representative sample.

Results

Where results are shown as positive percentages (% Positive), these are calculated by adding together positive responses ("Strongly Agree" + "Agree") and dividing by the number of respondents which answered the question.

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy. Therefore in some instances, results may not total 100%.

Comparative data

Comparative data is the average % positive score achieved from all NSW Health organisations that participated in the 2013 Workplace Survey.

Anonymity

It is ORC International's practice not to allow the breakdown of groups to the extent where the anonymity of individuals may be compromised. Results for teams with less than ten will not receive an individual report. However, their data will still contribute to the scores for their group and the organisation overall.

Summary responses for each question by demographic data is not provided where there are less than ten respondents from each demographic.

Contents

01	Employee Engagement Index	07	External Comparison
02	Employee Workplace Culture Index	08	Unacceptable Behaviour
03	Drivers of Employee Engagement	09	All Questions
04	Highlights and Lowlights	10	Results by Demographic
05	Most Improved Least Improved since 2011	11	Guide to using this report
06	Trend Comparison		

434

ACTUAL RESPONSES

61%

3% Confidence Interval

ESTIMATED RESPONSE RATE

66%

2011: 64%

ENGAGEMENT INDEX

53%

2011: 49%

WORKPLACE CULTURE INDEX

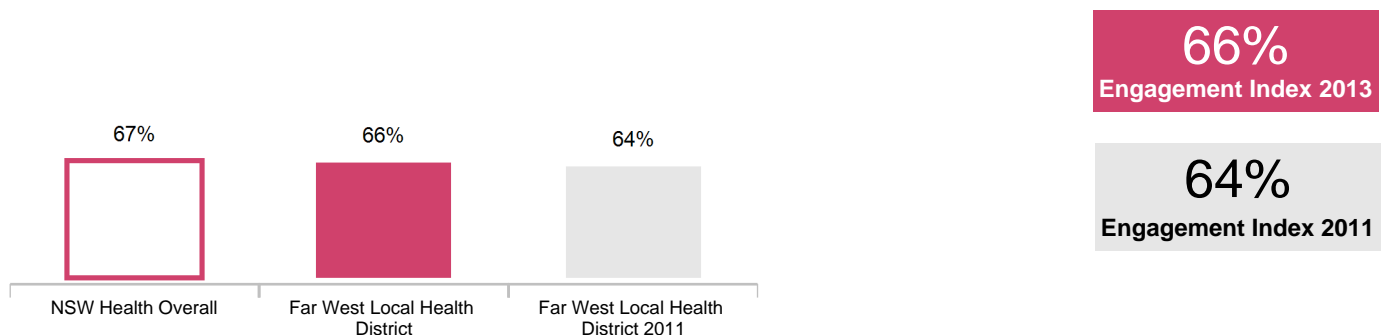
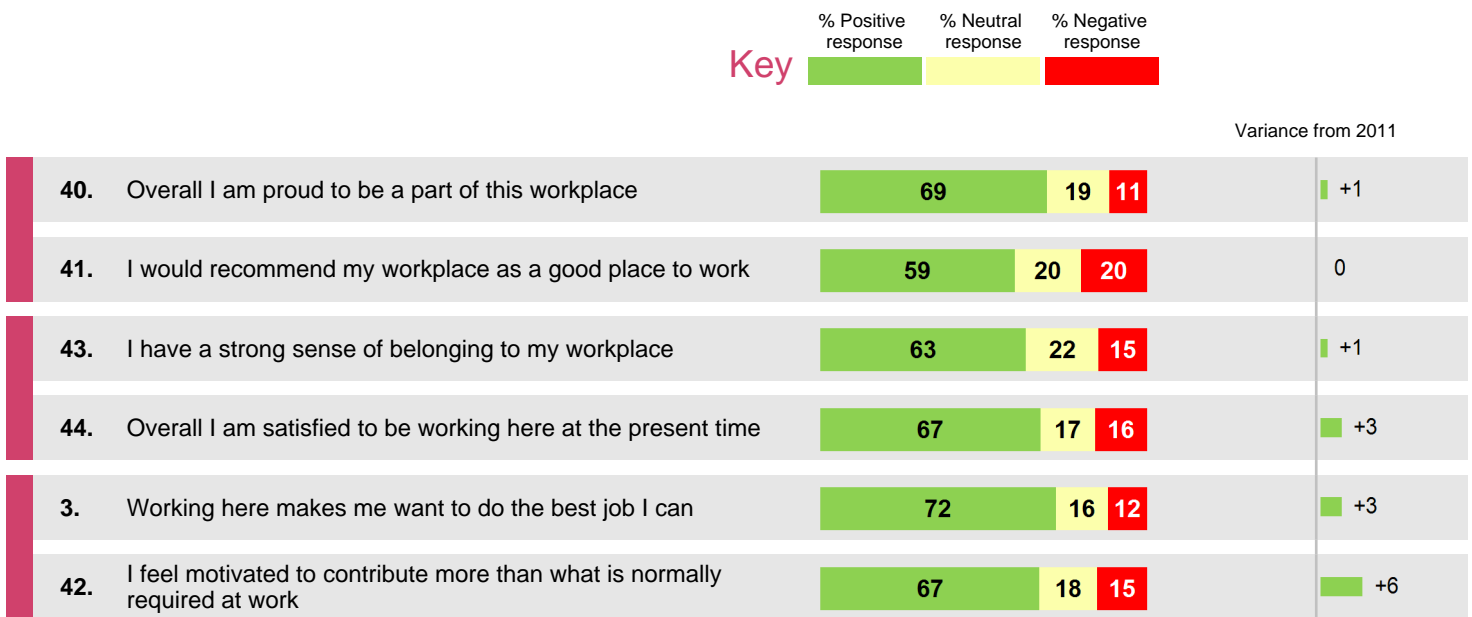
Employee Engagement Index

The Engagement Index is a measure of respondents commitment to the organisation they work for. Engagement goes beyond satisfaction and can be defined as employees' willingness to invest their personal effort in the success of the organisation.

The three elements of Employee Engagement

- Say** Strongly advocating the organisation
- Stay** An emotional commitment to the organisation and a desire to stay
- Strive** Providing sustained additional effort in line with organisational goals

The following six questions have been identified as being most aligned to Employee Engagement. The Engagement Index is an average of the following scores:

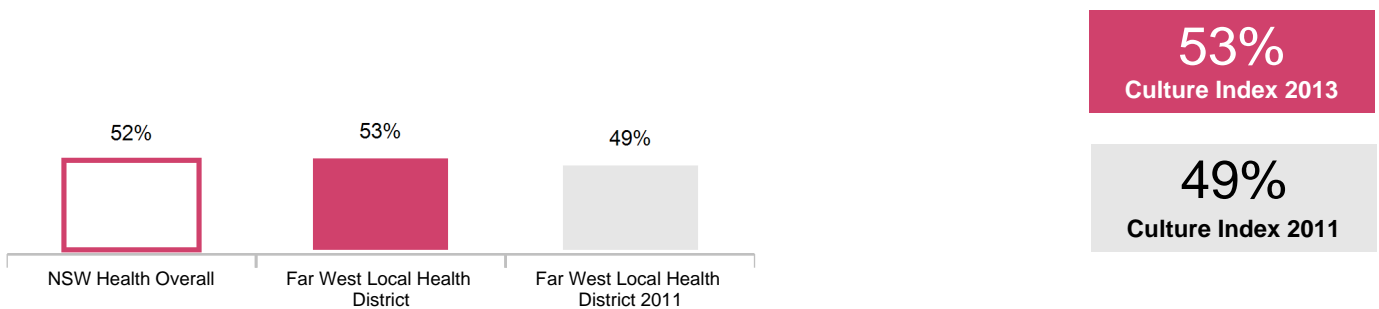


Employee Workplace Culture Index

The Workplace Culture Index is a measure statistically constructed based on the NSW Health Workplace Culture Framework.

The following fifteen questions have been identified as being most aligned to Workplace Culture. The Workplace Culture Index is an average of the following scores:

	Key			Variance from 2011
	% Positive response	% Neutral response	% Negative response	
11. Morale is good in my team	48	20	32	+3
12. I believe I am valued for what I can offer at my workplace	63	15	22	+1
13. In my workplace, we recognise our successes and innovations	55	23	23	+4
14. Staff are treated respectfully regardless of their job	59	15	26	+6
17. Overall, I have confidence in the decisions made by my line manager	66	18	16	+7
18b. The senior managers at my workplace ... have a clear direction for the future	39	31	30	+4
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	39	28	33	+4
20. Overall, I have confidence in the decisions made by my senior managers	42	28	30	+5
22. I have a say in decisions which affect my work	49	24	27	+1
23. I think it is safe to speak up and challenge the way things are done	54	18	28	+2
24a. Where I work, we share the lessons learnt when mistakes are made	62	18	20	+6
28. I have confidence in the processes that my workplace uses to resolve staff conflict	44	27	29	+4
37. My team's objectives/work plans are clearly outlined	66	21	13	+2
38. Our objectives/work plans help us to deliver a quality service	67	20	12	+2
46. Overall, I believe the culture at my workplace has improved in the last 12 months	37	33	30	+5



Drivers of Engagement

The impact analysis below identifies the areas that have the potential to improve and maintain the engagement of your employees. The dashboard below shows the questions with the greatest impact on Employee Engagement for Far West Local Health District. These questions are not necessarily the lowest performers, rather the questions having the greatest impact on engagement for Far West Local Health District as a whole.

The questions derived from the impact analysis should be used to guide the action planning process following the survey, as taking effective action in these areas should have a positive impact on Employee Engagement. This information should also be used in conjunction with the rest of the questions included in the survey.

The questions are listed below in descending order of greatest impact on engagement.

Drivers of Employee Engagement		Impact (on Employee Engagement)	% Positive	NSW Health Overall % positive score	Far West Local Health District 2011 % positive score
		<i>Greatest</i>			
45.	Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour		51	56	
46.	Overall, I believe the culture at my workplace has improved in the last 12 months		37	36	32
18c.	The senior managers at my workplace ... lead by example in creating a positive workplace		39	41	35
22.	I have a say in decisions which affect my work		49	46	48
11.	Morale is good in my team		48	51	45
20.	Overall, I have confidence in the decisions made by my senior managers		42	42	37

Highlights and lowlights

This section shows the three highest scoring sections and five highest scoring questions (Highlights). It also shows the three lowest scoring sections and the five lowest scoring questions (Lowlights).

Highlights

Sections

	% Positive
Training and Development Opportunities	69
Your Job	68
Service Delivery	65

Questions

	% Positive
1. My job makes good use of my skills and abilities	81
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	81
15d. My line manager ... treats me with respect	78
2. I feel I am able to suggest ideas to improve our ways of doing things	73
3. Working here makes me want to do the best job I can	72

Lowlights

Sections

	% Positive
Senior Managers	41
Communication	55
Being valued	59

Questions

	% Positive
46. Overall, I believe the culture at my workplace has improved in the last 12 months	37
19. There is a positive relationship between senior management and staff in my workplace	39
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	39
18b. The senior managers at my workplace ... have a clear direction for the future	39
20. Overall, I have confidence in the decisions made by my senior managers	42

Most Improved and Least Improved since 2011

This section shows the three most improved sections and five most improved questions since 2011. It also shows the three sections and five questions that have least improved since 2011.

Most improved

Sections

	% Positive	Variance from 2011
Your Line Manager	64	+5
Work Environment	61	+5
Being valued	59	+4

Questions

	% Positive	Variance from 2011
31. Reasonable expectations are placed on staff according to their position	62	+8
5. I have sufficient control over my work so I can do my job well	68	+7
15b. My line manager ... treats all staff in my team fairly	63	+7
17. Overall, I have confidence in the decisions made by my line manager	66	+7
2. I feel I am able to suggest ideas to improve our ways of doing things	73	+6

Least improved

Sections

	% Positive	Variance from 2011
Training and Development Opportunities	69	-3

Questions

	% Positive	Variance from 2011
27. I am encouraged to take opportunities to learn new skills and have new experiences	59	-3
25. I have received the appropriate training and development to do my job effectively	69	-2
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	81	-1

Trend Comparison

This section shows comparisons between Far West Local Health District and the 2011 survey results for Far West Local Health District.

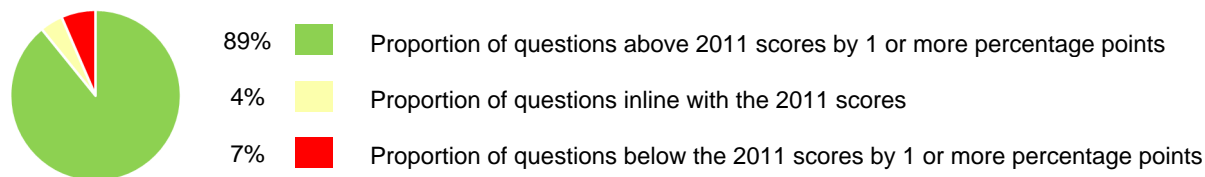


- 89% ■ Proportion of questions above 2011 scores by 1 or more percentage points
- 4% ■ Proportion of questions inline with the 2011 scores
- 7% ■ Proportion of questions below the 2011 scores by 1 or more percentage points

	% Positive	Variance from 2011
31. Reasonable expectations are placed on staff according to their position	62	■ +8
5. I have sufficient control over my work so I can do my job well	68	■ +7
15b. My line manager ... treats all staff in my team fairly	63	■ +7
17. Overall, I have confidence in the decisions made by my line manager	66	■ +7
2. I feel I am able to suggest ideas to improve our ways of doing things	73	■ +6
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	62	■ +6
10. My team resolves conflict quickly when it arises	52	■ +6
14. Staff are treated respectfully regardless of their job	59	■ +6
16. I receive regular and constructive feedback on my performance	53	■ +6
19. There is a positive relationship between senior management and staff in my workplace	39	■ +6
24a. Where I work, we share the lessons learnt when mistakes are made	62	■ +6
42. I feel motivated to contribute more than what is normally required at work	67	■ +6
15d. My line manager ... treats me with respect	78	■ +5
20. Overall, I have confidence in the decisions made by my senior managers	42	■ +5
29. I am able to achieve a healthy work/life balance most of the time	70	■ +5
30. There are mechanisms in place to support me if I experience stress or pressure	61	■ +5

Trend Comparison

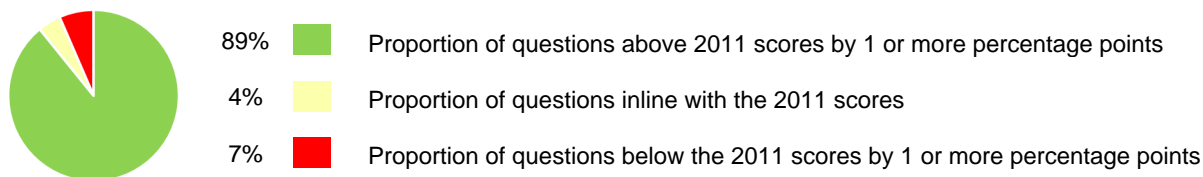
This section shows comparisons between Far West Local Health District and the 2011 survey results for Far West Local Health District.



	% Positive	Variance from 2011
46. Overall, I believe the culture at my workplace has improved in the last 12 months	37	+5
13. In my workplace, we recognise our successes and innovations	55	+4
15a. My line manager ... recognises and acknowledges when I have done my job well	66	+4
18b. The senior managers at my workplace ... have a clear direction for the future	39	+4
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	39	+4
28. I have confidence in the processes that my workplace uses to resolve staff conflict	44	+4
35. My work environment allows me to deliver the best possible services (patient care or support services)	63	+4
3. Working here makes me want to do the best job I can	72	+3
8. In my team we generally acknowledge one another's efforts and achievements	71	+3
9. People in my team are honest and open	61	+3
11. Morale is good in my team	48	+3
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	60	+3
18a. The senior managers at my workplace ... are aware of the issues I face in my job	47	+3
21. I am kept well informed about what is happening in my workplace	49	+3
36. In my workplace patient safety is at the centre of all decision making	71	+3
44. Overall I am satisfied to be working here at the present time	67	+3

Trend Comparison

This section shows comparisons between Far West Local Health District and the 2011 survey results for Far West Local Health District.



	% Positive	Variance from 2011
23. I think it is safe to speak up and challenge the way things are done	54	+2
37. My team's objectives/work plans are clearly outlined	66	+2
38. Our objectives/work plans help us to deliver a quality service	67	+2
7. The people I work with are willing to help each other even if this means doing something outside their usual job	64	+1
12. I believe I am valued for what I can offer at my workplace	63	+1
22. I have a say in decisions which affect my work	49	+1
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	68	+1
40. Overall I am proud to be a part of this workplace	69	+1
43. I have a strong sense of belonging to my workplace	63	+1
1. My job makes good use of my skills and abilities	81	0
41. I would recommend my workplace as a good place to work	59	0
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	81	-1
25. I have received the appropriate training and development to do my job effectively	69	-2
27. I am encouraged to take opportunities to learn new skills and have new experiences	59	-3

External Comparison

This section shows comparisons between Far West Local Health District and the Australian Health Sector comparisons. The comparative data has been drawn from random sampling of 1,081 Australian health care employees outside of NSW who work in either the public health sector only or the public and private health sector.



- 33% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 6% ■ Proportion of questions inline with the benchmark
- 61% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
17. Overall, I have confidence in the decisions made by my line manager	66	+7
22. I have a say in decisions which affect my work	49	+7
15b. My line manager ... treats all staff in my team fairly	63	+5
15a. My line manager ... recognises and acknowledges when I have done my job well	66	+4
15d. My line manager ... treats me with respect	78	+4
16. I receive regular and constructive feedback on my performance	53	+4
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	81	+4
18a. The senior managers at my workplace ... are aware of the issues I face in my job	47	+3
19. There is a positive relationship between senior management and staff in my workplace	39	+3
42. I feel motivated to contribute more than what is normally required at work	67	+3
20. Overall, I have confidence in the decisions made by my senior managers	42	+2
24a. Where I work, we share the lessons learnt when mistakes are made	62	+2
29. I am able to achieve a healthy work/life balance most of the time	70	+2
30. There are mechanisms in place to support me if I experience stress or pressure	61	+2
18c. The senior managers at my workplace ... lead by example in creating a positive workplace	39	+1
23. I think it is safe to speak up and challenge the way things are done	54	+1
31. Reasonable expectations are placed on staff according to their position	62	+1

External Comparison

This section shows comparisons between Far West Local Health District and the Australian Health Sector comparisons. The comparative data has been drawn from random sampling of 1,081 Australian health care employees outside of NSW who work in either the public health sector only or the public and private health sector.



- 33% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 6% ■ Proportion of questions inline with the benchmark
- 61% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
2. I feel I am able to suggest ideas to improve our ways of doing things	73	0
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	60	0
21. I am kept well informed about what is happening in my workplace	49	0
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	68	-1 ■
46. Overall, I believe the culture at my workplace has improved in the last 12 months	37	-1 ■
1. My job makes good use of my skills and abilities	81	-2 ■
28. I have confidence in the processes that my workplace uses to resolve staff conflict	44	-2 ■
36. In my workplace patient safety is at the centre of all decision making	71	-2 ■
39. At my workplace there is a good balance between delivering services and monitoring service delivery	56	-2 ■
4. The right amount of approvals are required for routine decisions	54	-3 ■
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	62	-3 ■
8. In my team we generally acknowledge one another's efforts and achievements	71	-3 ■
12. I believe I am valued for what I can offer at my workplace	63	-3 ■
35. My work environment allows me to deliver the best possible services (patient care or support services)	63	-3 ■
38. Our objectives/work plans help us to deliver a quality service	67	-3 ■
43. I have a strong sense of belonging to my workplace	63	-3 ■
5. I have sufficient control over my work so I can do my job well	68	-4 ■

External Comparison

This section shows comparisons between Far West Local Health District and the Australian Health Sector comparisons. The comparative data has been drawn from random sampling of 1,081 Australian health care employees outside of NSW who work in either the public health sector only or the public and private health sector.



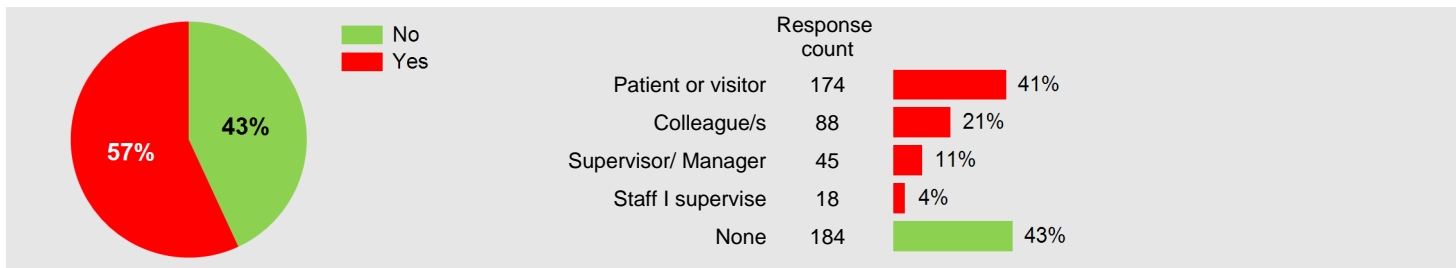
- 33% ■ Proportion of questions above the benchmark by 1 or more percentage points
- 6% ■ Proportion of questions inline with the benchmark
- 61% ■ Proportion of questions below the benchmark by 1 or more percentage points

	% Positive	Variance from benchmark
7. The people I work with are willing to help each other even if this means doing something outside their usual job	64	-4 ■
10. My team resolves conflict quickly when it arises	52	-4 ■
13. In my workplace, we recognise our successes and innovations	55	-4 ■
14. Staff are treated respectfully regardless of their job	59	-4 ■
24c. I am aware of how my work contributes to the overall strategic objectives of my organisation	59	-4 ■
27. I am encouraged to take opportunities to learn new skills and have new experiences	59	-4 ■
40. Overall I am proud to be a part of this workplace	69	-4 ■
41. I would recommend my workplace as a good place to work	59	-4 ■
44. Overall I am satisfied to be working here at the present time	67	-4 ■
18b. The senior managers at my workplace ... have a clear direction for the future	39	-5 ■
37. My team's objectives/work plans are clearly outlined	66	-5 ■
3. Working here makes me want to do the best job I can	72	-6 ■
9. People in my team are honest and open	61	-6 ■
24b. I am aware of the strategic objectives and direction of the organisation I work for	55	-6 ■
45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	51	-7 ■
11. Morale is good in my team	48	-8 ■
25. I have received the appropriate training and development to do my job effectively	69	-9 ■

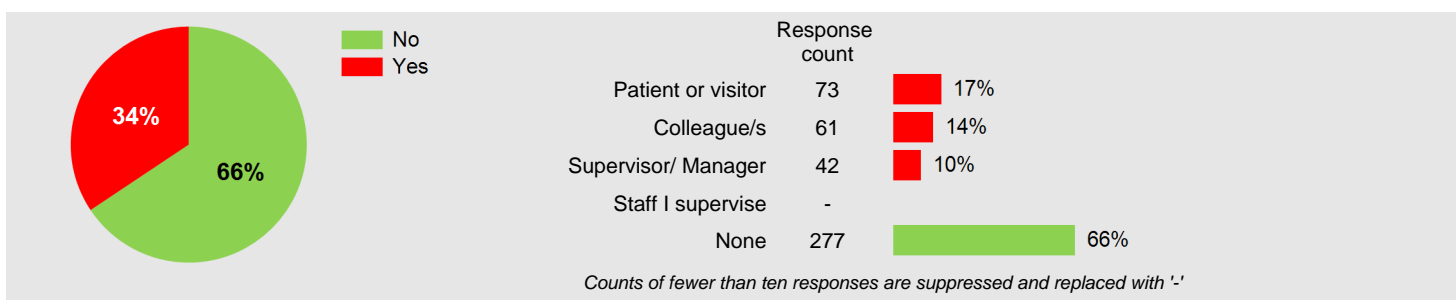
Unacceptable Behaviour

This section shows the results to questions asked regarding unacceptable behaviour.

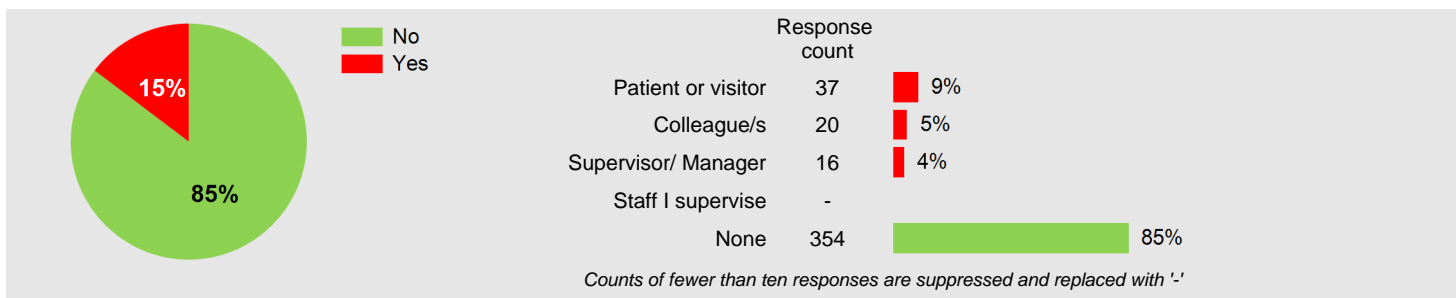
33a. In the last 12 months, I have been verbally abused by a ...



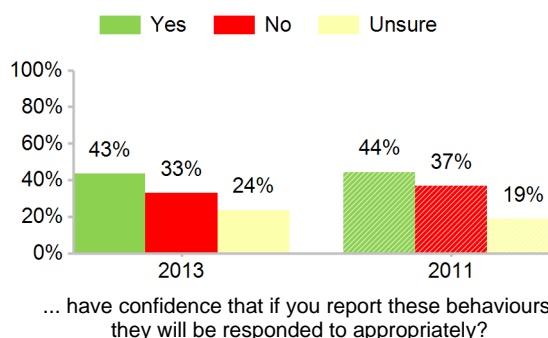
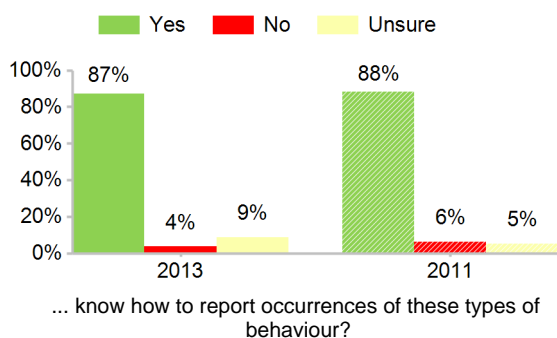
33b. In the last 12 months, I have been the object of repeated behaviour which is offensive, intimidating, humiliating or threatening by a ...



33c. In the last 12 months, I have been discriminated against on the basis of race, ethnic or ethno-religious background, disability, age, homosexuality, transgender or carers responsibilities by a ...



34. Do you currently ...



All Questions

This section shows the breakdown of responses to each question

* This question was negatively worded in 2011 and is not directly comparable to 2013 results

Key

A question identified as being a key driver of employee engagement

% positive response % neutral response % negative response

At least 1% greater than comparator
At least 1% less than comparator

Your Job

				% Positive Score	Far West Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
1. My job makes good use of my skills and abilities	81	8	12	81	81	79	83
2. I feel I am able to suggest ideas to improve our ways of doing things	73	11	15	73	67	68	73
3. Working here makes me want to do the best job I can	72	16	12	72	69	71	78
4. The right amount of approvals are required for routine decisions *	54	22	24	54		48	57
5. I have sufficient control over my work so I can do my job well	68	14	18	68	61	64	72
6. At my workplace I am able to positively influence the way we do things at work, including how we work with each other and how we behave	62	16	22	62	56	60	65

All Questions

This section shows the breakdown of responses to each question

		% positive response	% neutral response	% negative response					
	Key A question identified as being a key driver of employee engagement						At least 1% greater than comparator	At least 1% less than comparator	
						% Positive Score	Far West Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
Your Team									
	7. The people I work with are willing to help each other even if this means doing something outside their usual job	64	15	21	64	59	56	60	64
	8. In my team we generally acknowledge one another's efforts and achievements	71	15	14	71	71	68	69	74
	9. People in my team are honest and open	61	20	19	61	61	58	63	67
	10. My team resolves conflict quickly when it arises	52	22	26	52	52	46	51	56
	K 11. Morale is good in my team	48	20	32	48	48	45	51	56

All Questions

This section shows the breakdown of responses to each question

	Response Breakdown			Key	At least 1% greater than comparator	At least 1% less than comparator	
	% positive response	% neutral response	% negative response				
Being valued							
12. I believe I am valued for what I can offer at my workplace	63	15	22				
13. In my workplace, we recognise our successes and innovations	55	23	23				
14. Staff are treated respectfully regardless of their job	59	15	26				
	% Positive Score				Far West Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
	59	55	59		63	63	63

All Questions

This section shows the breakdown of responses to each question

				At least 1% greater than comparator	At least 1% less than comparator		
	% positive response	% neutral response	% negative response				
Key A question identified as being a key driver of employee engagement							
Your Line Manager				% Positive Score	Far West Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
15a. My line manager ... recognises and acknowledges when I have done my job well	66	17	18	66	62	64	62
15b. My line manager ... treats all staff in my team fairly	63	18	19	63	56	62	58
15c. My line manager ... ensures that when issues are raised in the team, they are addressed	60	22	18	60	57	60	60
15d. My line manager ... treats me with respect	78	11	11	78	73	75	74
16. I receive regular and constructive feedback on my performance	53	23	24	53	47	49	49
17. Overall, I have confidence in the decisions made by my line manager	66	18	16	66	59	62	59

All Questions

This section shows the breakdown of responses to each question

Key	A question identified as being a key driver of employee engagement						
		% positive response	% neutral response	% negative response	At least 1% greater than comparator At least 1% less than comparator		

Senior Managers

				% Positive Score	Far West Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark	
K	18c. The senior managers at my workplace ... lead by example in creating a positive workplace	39	28	33	39	35	41	38
	19. There is a positive relationship between senior management and staff in my workplace	39	27	34	39	33	40	36
	20. Overall, I have confidence in the decisions made by my senior managers	42	28	30	42	37	42	40
	18a. The senior managers at my workplace ... are aware of the issues I face in my job	47	21	32	47	44	46	44
	18b. The senior managers at my workplace ... have a clear direction for the future	39	31	30	39	35	40	44
					41	37	42	40

All Questions

This section shows the breakdown of responses to each question

	Key	A question identified as being a key driver of employee engagement	Response Breakdown			% Positive Score	Far West Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
			% positive response	% neutral response	% negative response				
Communication						55	51	53	55
21.		I am kept well informed about what is happening in my workplace	49	21	30	49	46	50	49
22.	K	I have a say in decisions which affect my work	49	24	27	49	48	46	42
23.		I think it is safe to speak up and challenge the way things are done	54	18	28	54	52	51	53
24a.		Where I work, we share the lessons learnt when mistakes are made	62	18	20	62	56	58	60
24b.		I am aware of the strategic objectives and direction of the organisation I work for	55	24	21	55		56	61
24c.		I am aware of how my work contributes to the overall strategic objectives of my organisation	59	22	19	59		59	63

All Questions

This section shows the breakdown of responses to each question

Key	A question identified as being a key driver of employee engagement	% positive response	% neutral response	% negative response	At least 1% greater than comparator	At least 1% less than comparator

Training and Development Opportunities

Question	% Positive	% Neutral	% Negative	% Positive Score	Far West Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
25. I have received the appropriate training and development to do my job effectively	69	15	16	69	71	71	78
26. I am given the opportunity to complete my annual mandatory training requirements as a part of my every day work	81	9	11	81	82	76	77
27. I am encouraged to take opportunities to learn new skills and have new experiences	59	21	20	59	62	59	63

All Questions

This section shows the breakdown of responses to each question

Key	A question identified as being a key driver of employee engagement	% positive response	% neutral response	% negative response	At least 1% greater than comparator	At least 1% less than comparator

Work Environment

Question	% Positive	% Neutral	% Negative	% Positive Score	Far West Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
28. I have confidence in the processes that my workplace uses to resolve staff conflict	44	27	29	44	40	42	46
29. I am able to achieve a healthy work/life balance most of the time	70	14	15	70	65	65	68
30. There are mechanisms in place to support me if I experience stress or pressure	61	21	19	61	56	54	59
31. Reasonable expectations are placed on staff according to their position	62	15	23	62	54	56	61
32. My workplace is proactive in minimising potential violence/abuse from patients or visitors	68	15	16	68	67	68	69

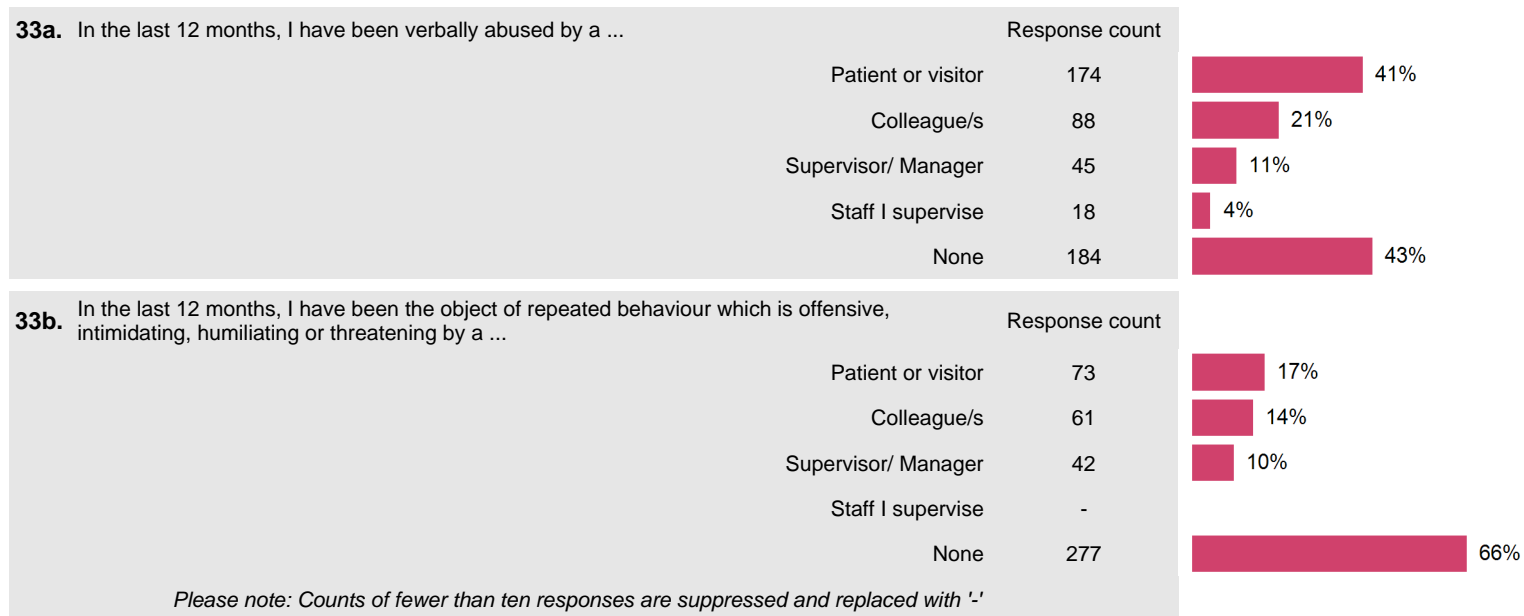
All Questions

This section shows the breakdown of responses to each question

Key A question identified as being a key driver of employee engagement

At least 1% greater than comparator
At least 1% less than comparator

Unacceptable Behaviour



All Questions

This section shows the breakdown of responses to each question

Key A question identified as being a key driver of employee engagement

At least 1% greater than comparator
At least 1% less than comparator

Unacceptable Behaviour

33c. In the last 12 months, I have been discriminated against on the basis of race, ethnic or ethno-religious background, disability, age, homosexuality, transgender or carers responsibilities by a ...

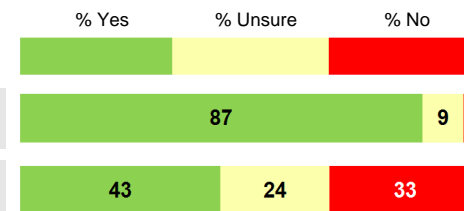
Response	Response count
Patient or visitor	37
Colleague/s	20
Supervisor/ Manager	16
Staff I supervise	-
None	354

Please note: Counts of fewer than ten responses are suppressed and replaced with '-'



34a. Do you currently ... know how to report occurrences of these types of behaviour?

34b. Do you currently ... have confidence that if you report these behaviours they will be responded to appropriately?



% Positive Score
Far West Local Health District 2011
NSW Health Overall 2013
Australian Health Sector Benchmark

87 **88** **83** **88**
43 **44** **45** **52**

All Questions

This section shows the breakdown of responses to each question

* This question was negatively worded in 2011 and is not directly comparable to 2013 results

Key

A question identified as being a key driver of employee engagement

% positive response

% neutral response

% negative response

At least 1% greater than comparator

At least 1% less than comparator

Service Delivery

	% positive response	% neutral response	% negative response	% Positive Score	Far West Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
35. My work environment allows me to deliver the best possible services (patient care or support services)	63	22	15	63	59	59	66
36. In my workplace patient safety is at the centre of all decision making	71	15	14	71	68	67	73
37. My team's objectives/work plans are clearly outlined	66	21	13	66	64	65	71
38. Our objectives/work plans help us to deliver a quality service	67	20	12	67	65	64	70
39. At my workplace there is a good balance between delivering services and monitoring service delivery *	56	26	18	56		52	58

All Questions

This section shows the breakdown of responses to each question

	Key	A question identified as being a key driver of employee engagement	Response Breakdown			% Positive Score	Comparators		
			% positive response	% neutral response	% negative response		Far West Local Health District 2011	NSW Health Overall 2013	Australian Health Sector Benchmark
Your Workplace						59	58	60	62
40.		Overall I am proud to be a part of this workplace	69	19	11	69	68	71	73
41.		I would recommend my workplace as a good place to work	59	20	20	59	59	62	63
42.		I feel motivated to contribute more than what is normally required at work	67	18	15	67	61	65	64
43.		I have a strong sense of belonging to my workplace	63	22	15	63	62	64	66
44.		Overall I am satisfied to be working here at the present time	67	17	16	67	64	67	71
K		45. Staff in my workplace demonstrate the CORE Values of the organisation through their behaviour	51	28	21	51		56	58
K		46. Overall, I believe the culture at my workplace has improved in the last 12 months	37	33	30	37	32	36	38

Guide to using this report

Methodology

The YourSay survey was delivered as an online and paper based survey to meet the operational needs of a workforce that operates 24 hours a day, 7 days a week.

Questionnaire design

The questionnaire was designed by ORC International in conjunction with the NSW Health workplace culture project team, the Department of Health Workplace Culture Survey Reference Group and Chief Executives of all NSW Health organisations. The questionnaire was designed to be succinct and provide actionable results to help inform the organisation and highlight areas for improvement.

Data collection

The survey used an online methodology with all staff invited to participate however, paper copies of the survey were also made available.

All staff were given the opportunity to complete the survey between 25th March to the 29th April, 2013. Paper surveys were accepted until the 3rd of May, 2013.

ORC International set up and hosted the online survey. Respondents were asked to put in a user name and password unique to them in order to enable the respondent to leave and return the survey.

Estimated Response Rate Calculation

The Estimated Response Rate quoted in this report is an estimate only, based on Full Time Equivalent (FTE) staff as at 2nd April 2013. This figure does not include contractors, agency staff and volunteers, nor does it account for staff on secondment or extended leave, hence the estimated response rate is not accurate.

The final estimated response rates have been weighted to account for our part-time and temporary staff. The proportion of Full time and Part time staff have been taken from those who responded to "Q5. Which of the following best describes your current employment status?" A Part-time respondent has been weighted by 0.33 (i.e. they are assumed to work one in three days).

Example calculation for NSW Health Overall:

Q5. Which of the following best describes your current employment status?

	Responses	<i>Fixed term or temporary contract (3) proportioned into Full and Part time based on responses to (1) and (2).</i>	
Permanent Full time (1)	18750	$\frac{18750}{18750 + 7753}$	$\times 1661 = 1175$ Full time
Permanent Part time (2)	7753		
Fixed term or temporary contract (3)	1661		
Agency (4)	132	$\frac{7753}{18750 + 7753}$	$\times 1661 = 486$ Part time
Casual (5)	975		
Contractor (6)	203		
TOTAL answering Q51	29474		
TOTAL number of respondents to the survey	31493		

Total estimated Full time responses as a proportion of all respondents to the survey:

$$\frac{1850 + 1175}{29474} \times 31493 = 21290 \text{ Estimated Full Time responses}$$

Total estimated Part time responses as a proportion of all respondents to the survey:

$$\frac{7753 + 486}{29474} \times 31493 = 8803 \text{ Estimated Part Time responses}$$

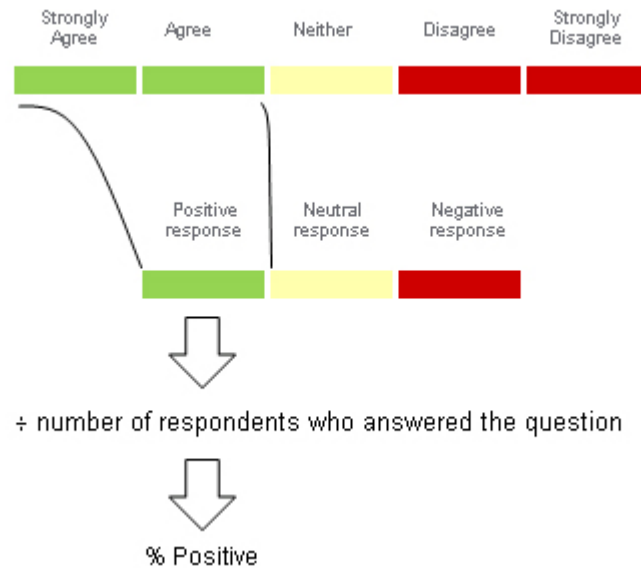
Estimated response rate based on an FTE value of 94882.6 and weighting estimated number of Part time responses by 0.33.

$$\frac{21289 + (8803 \times 0.33)}{94882.6} = 25\% \text{ Estimated Response Rate}$$

Guide to using this report

% Positive

Where results are shown as positive percentages (% Positive), these are calculated by adding together positive responses ("Strongly Agree" + "Agree") and dividing by the number of respondents which answered the question.



Index and Section Scores

Index and Section scores are calculated as the sum of positive responses given to all questions in that Index or Section divided by the number of answers to all questions in the group.

Rounding

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy. Values from x.00 to x.49 are rounded down and values from x.50 to x.99 are rounded up. Therefore in some instances, results may not total 100%.

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
Number of Responses	151	166	176	96	24	613
Percentage	24.63%	27.08%	28.71%	15.66%	3.92%	100.00%
Rounded Percentage	25%	27%	29%	16%	4%	101%
Number of positive responses	(151	+	166)	=	317	
% Positive	317	÷	613	=	52%	

Trend data

Comparisons to the previous survey relate to the results from the 2011 YourSay Workplace Survey. Questions 4 and 39 were negatively worded in 2011 and so are not directly comparable to 2013 results. Questions 33a and 33b specifically excluded patients and visitors from the inappropriate behaviour and are not directly comparable to 2013 results. Questions 24b, 24c and 33c were introduced to the survey in 2013 and therefore do not have trend data.

Benchmark data

ORC International facilitates a benchmarking programme which allows organisations to benchmark their results against the results of other organisations in their sector. In this report, the external benchmark data is the average % positive score achieved from a recent surveys of a random sample of 1,081 Australian health care employees outside of NSW who work in either the public health sector only or the public and private health sector.